

GOVERNMENT OF ANDHRA PRADESH  
ABSTRACT

Labour Employment Training & Factories – Implementation of RSBY (Rastriya Swasthya Bima Yojana) for Construction Workers – Constitution of Grievance Redressal Committee at State, District level for the implementation and monitoring of the RSBY scheme – Orders – Issued.

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LABOUR EMPLOYMENT TRAINING AND FACTORIES (LAB.IV) DEPARTMENT

G.O.Ms.No. 52

Dated: 30.10.2013

Read the following:-

- 1) G.O.Ms.No.50, dated: 07.04.2012 of LET & F (Lab.IV) Department.
- 2) MOU was signed on 12<sup>th</sup> October, 2012 between A.P.B&OCWW Board and Reliance General Insurance Company for Implementation of RSBY for brick kiln workers of Rangareddy District.
- 3) Guidelines from MoLE regarding formation of Grievance Redressal System Lr.No.M-2102101/2012-RW, dated: 30.01.2013 of Addl. Secy. to Govt. of India MOL&E.
- 4) From the Commissioner of Labour Lr.No.F/2399/2013, dated: 20.08.2013

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ORDER:

Government have issued orders in the reference 1<sup>st</sup> read above approving implementation of RSBY (Rastriya Swasthya Bima Yojana) for brick kiln workers on a pilot basis in Rangareddy District. M/s Reliance General Insurance Company Limited has been selected as insurer on due process of rendering for implementation of RSBY (Rastriya Swasthya Bima Yojana). Accordingly a Memorandum of Understanding entered with the Insurance Company vide MoU 2<sup>nd</sup> read above.

2. In the reference 3<sup>rd</sup> read above, Ministry of Labour & Employment, Government of India has requested to designate Nodal officers / coordinators for the grievance Redressal system in the State and District level for efficient and transparent settlement of issue between different stakeholders in RSBY (Rastriya Swasthya Bima Yojana) and to monitor the disposal of complaints and grievances in effective and time bound manner. Grievances under RSBY (Rastriya Swasthya Bima Yojana) broadly relate to issue concerned with enrolment, hospital empanelment, de-empanelment, delay in claims settlement or payment of premium to the insurance company.

3. Grievance is a documented manifestation of dissatisfaction of a beneficiary or stake holders. Such dissatisfaction, if left unaddressed and unresolved, could spoil the image of the scheme. It is therefore desirable that a robust Grievance Redressal Mechanism shall be in place within the framework of the RSBY (Rastriya Swasthya Bima Yojana) guidelines.

4. In the circumstances stated by the Commissioner of Labour and considering the reports, Government hereby constitute the Grievance Redressal Committees with the following members at State and District level to attend to the grievances of various stakeholders at different levels as indicated in the guidelines vide reference 3<sup>rd</sup> read above.

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**DISTRICT GRIEVANCE REDRESSAL COMMITTEE (DGRC)**

1. Joint Collector & Additional District Magistrate of the concerned District - Chairman
2. Deputy Commissioner of Labour of the concerned District - Convenor
3. District Medical Health Officer of the concerned District - Member
4. Representative of the Insurance company - Member
  
5. The Deputy Commissioner of Labour, Rangareddy who is the District Key Manager and also coordinating the RSBY (Rastriya Swasthya Bima Yojana) activity is designated as District Nodal Officer / Coordinator for the DGRC. He will be responsible for the timely disposal of the complaint by convening the meeting.

**STATE LEVEL GRIEVANCE REDRESSAL COMMITTEES:**

1. Principal Secretary to Govt., LET&F Dept. – Chairman
2. Secretary, APB&OCWW Board - Convener
3. State Representative of the Insurance Company- Member
4. Directors IMS - Member
  
6. The Secretary, Andhra Pradesh Building & Other Construction Workers Welfare Board is designated as State Nodal Officer for the SGRC. He will be responsible for the timely disposal of the complaint by convening the meeting. Guidelines for robust Grievance Redressal Mechanism annexed to this G.O.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

J.C. SHARMA  
PRINCIPAL SECRETARY TO GOVERNMENT

To

The Commissioner of Labour, Andhra Pradesh, Hyderabad.  
The Collector & District Magistrate, Ranga Reddy.  
The Director, Insurance & Medical Services.  
The Secretary, Andhra Pradesh Building and  
Other Construction Workers Welfare Board, Hyderabad.  
The Deputy Commissioner of Labour, Rangareddy.  
The District Medical & Health Officer, Rangareddy.  
The M/s Reliance General Insurance Company Limited.  
The P.S. to Prl. Secy. to Govt., LET & F Department.

//FORWARDED :: BY ORDER//

SECTION OFFICER

## **GUIDELINES**

Annexure to G.O.Ms.No. 52 , LET &F (Lab.IV) Department,  
Dated: 30.10.2013.

- A. **Grievance of a Beneficiary:** If a beneficiary has a grievance on issues relating to enrolment or hospitalization against the Insurance Company, hospital or their representatives, beneficiary will approach DGRC. The DGRC should take a decision within 30 days of receiving the complaint.

If either of the parties is not satisfied with the decision, they can Appeal to the SGRC within 30 days of the decision of the DGRC. The SGRC shall decide the appeal within 30 days of receiving the Appeal. The decision of the SGRC on such issues will be final.

**Grievance against DKM or other District Authorities:** If the beneficiary has a grievance against District Key Manager or an agency of the State Government; it can approach the SGRC for resolution. The SGRC shall decide the matter within 30 days of the receipt of the grievance.

In case of dissatisfaction with the decision of the SGRC, the affected party can file an appeal before NGRC within 30 days of the decision of the SGRC and NGRC will decide the appeal within thirty days of the receipt of appeal after seeking a report from the other party. The decision of NGRC shall be final.

- B. Grievance of a Hospital

If a hospital has any grievance with respect to Beneficiary, Insurance Company or their representatives, the Hospital will approach the DGRC. The DGRC should be able to reach a decision within 30 days of receiving the complaint.

If either of the parties is not satisfied with the decision, they can go to the SGRC within 30 days of the decision of the DGRC, which shall take a decision within 30 days of receipt of Appeal. The decision of the Committee shall be final.

- C. Grievance of Insurance Company:

1. **Grievance against FKO-** If an insurance company has any grievance with respect to Beneficiary, or Field Key officer, it will approach the DGRC. The DGRC should take a decision within 30 days of receiving the complaint.

If either of the parties is not satisfied with the decision, they can Appeal to the SGRC within 30 days of the decision of the DGRC. The SGRC shall decide the appeal within 15 days of receiving the Appeal. The decision of the SGRC on such issues will be final.

2. **Grievance against DKM or other District Authorities-** If Insurance Company has a grievance against District key

manager or an agency of the State Government, it can approach the SGRC for resolution. The SGRC shall decide the matter within 30 days of the receipt of the grievance.

In case of dissatisfaction with the decision of the SGRC, the affected party can file an appeal before NGRC within 30 days of the decision of the SGRC and NGRC will decide the appeal within thirty days of the receipt of Appeal after seeking a report from the other party. The decision of NGRC shall be final.

D. Grievance against State Nodal Agency / State Government: Any stakeholder aggrieved with the action or the decision of the State Nodal Agency / State Government can address his grievance to the NGRC which shall take a decision on the issue within 30 days of the receipt of the grievance. An appeal against this decision within 30 days of the decision of the NGRC can be filed before Director General (Labour Welfare), Ministry of Labour & Employment, Government of India who shall take a decision within 30 days of the receipt of the Appeal. The decision of Director General (Labour Welfare) shall be final.

There would be a fixed date once a month for addressing these grievances in their respective committees (DGRC/SGRC/ NGRC). This would enable all grievances to be heard / settled within the set time frame of 30 days.

J.C. SHARMA  
PRINCIPAL SECRETARY TO GOVERNMENT